Job Description

Job Title: Customer Service Representative
Department: Centre for Education in Mathematics and Computing
Reports To: Business Manager (5614)
Jobs Reporting: None
Salary Grade: USG 5
Effective Date: March 1, 2019

Primary Purpose
The position is responsible for customer service and administrative support for various CEMC activities such as: school visits, contests, book orders, workshops etc. The role involves answering or directing inquiries, problem solving customer issues, record keeping, organizing activities, monitoring inventory and fulfilling orders.

Key Accountabilities

Customer Service support – school visits
• Organize local, domestic and international school visit logistics for CEMC faculty
• Support school visits by responding to requests by phone, email or in person
• Help resolve issues as appropriate or bring issues forward to others in the CEMC

Customer Service support – CEMC contests
• Support contests by responding to queries by phone, email or in person
• Help resolve issues as appropriate or bring issues forward to others in CEMC
• Enter new customer information into a contest registration system
• Enter late contest orders into a contest registration system

Customer Service – CEMC book orders
• Process and ship customer book orders
• Track and reconcile CEMC book inventory
• Order books as needed to keep sufficient inventory in stock

General clerical support
• Functional lead role for junior support issues
• Other duties as assigned by manager to support CEMC activities

*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.

Required Qualifications

Education
• High School Diploma

Experience
• Experience with customer service provision in a high-paced service setting
### Job Description

- Intermediate experience with web-based order entry and customer database systems
- Intermediate experience in office procedures and processes
- Intermediate experience with Microsoft Word and Excel

### Knowledge/Skills/Abilities
- Ability to respond to customer needs in a timely, professional, helpful and courteous manner regardless of customer attitude

### Nature and Scope
- **Contacts:** External contacts – responding to queries and providing information
- **Level of Responsibility:** This position has specific tasks and is provided functional direction
- **Decision-Making Authority:** Moderate decision-making authority. Some examples of decision-making include: decisions on priorities given multiple deadlines and demands; decisions on how best to meet customer demands in cases where they conflict with established practices/procedures
- **Physical and Sensory Demands:** No specific demands
- **Working Environment:** Office based working environment; regular working hours